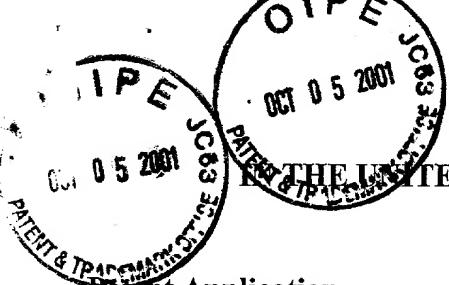


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THE UNITED STATES PATENT AND TRADEMARK OFFICE



Patent Application

Applicant(s): J.L. Hellerstein et al.
Docket No.: YOR920010334US1
Serial No.: 09/896,254
Filing Date: June 29, 2001
Group: 2164
Examiner: Unassigned

Title: Automated Service Level Management
in Financial Terms

"Express Mail" Label No. EL7935177094S

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below and is addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: **October 5, 2001**

Signature:

TRANSMITTAL OF MISSING PARTS

Assistant Commissioner for Patents
Washington, D.C. 20231
Box Missing Parts

Sir:

In response to the Notice to File Missing Parts dated August 20, 2001, Applicants submit herewith the following documents to complete the above-referenced patent application:

- (1) Declaration and Power of Attorney;
- (2) Assignment with Recordation Form Cover Sheet;
- (3) Transmittal of Formal Drawings; and
- (4) Formal Drawings (6 sheets).

A copy of the Notice is enclosed herewith. Please charge **International Business Machines Corporation Deposit Account No. 50-0510** the amount of \$130, to cover the surcharge under 37 CFR §1.16(e). In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **International Business Machines Corporation Deposit Account No. 50-0510** as required to correct the error. A duplicate copy of this letter is enclosed.

Respectfully submitted,

William E. Lewis
Reg. No. 39,274
Attorney for Applicant(s)
Ryan, Mason & Lewis, LLP
90 Forest Avenue
Locust Valley, New York 11560
(516) 759-2946

Date: October 5, 2001



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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/896,254	06/29/2001	Joseph L. Hellerstein	YOR920010334US1

CONFIRMATION NO. 9174

FORMALITIES LETTER



OC00000006446140

RYAN, MASON & LEWIS, LLP
 90 Forest Avenue
 Locust Valley, NY 11560

Date Mailed: 08/20/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

10/11/2001 NMDHAMM1 00000005 500510 09896254

01 FC:105 130.00 CH

A copy of this notice MUST be returned with the reply.

Joseph L. Hellerstein
 Customer Service Center
 Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE